

Annual 47 C.F.R. § 64.2009(e) CPNI Certification

EB Docket 06-36

Annual 64.2009(e) CPNI Certification for 2008

Date filed: 10/02/2008

Name of company covered by this certification: SLinx Enterprises Inc.

Form 499 Filer ID: 826248

Name of signatory: Craig Serabeck


Title of signatory: President/CEO

I, Craig Serabeck, certify that I am an officer of the company named above, and acting as an agent of the company, that I have personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules. See 47 C.F.R. § 64.2001 *et seq.*

Attached to this certification is an accompanying statement explaining how the company's procedures ensure that the company [is/ is not] in compliance with the requirements set forth in section 64.2001 *et seq.* of the Commission's rules

The company has not taken any actions (proceedings instituted or petitions filed by a company at either state commissions, the court system, or at the Commission against data brokers) against data brokers in the past year. Companies must report on any information that they have with respect to the processes pretexters are using to attempt to access CPNI, and what steps companies are taking to protect CPNI.  
If affirmative:

The company has not received any customer complaints in the past year concerning the unauthorized release of CPNI (number of customer complaints a company has received related to unauthorized access to CPNI, or unauthorized disclosure of CPNI, broken down by category or complaint, *e.g.*, instances of improper access by employees, instances of improper disclosure to individuals not authorized to receive the information, or instances of improper access to online information by individuals not authorized to view the information).  
If affirmative:

Signed 

## **Statement of CPNI Compliance**

**Carrier Authentication Requirements-** 5Linx Enterprises Inc. has instituted a stringent policy to prevent unauthorized disclosure of a customer's call records. Our customer service representatives will only provide call detail information by sending it to the address of record or by calling the customer at the telephone number on record. Alternatively, customers may access their call records through their password protected online account. This policy is part of our training process (see attached) and has been communicated through e-mail and personal review with staff by departmental supervisors.

**Notice to Customer of Account Changes-** Our IT department has committed to completing this by October 14<sup>th</sup>. After which our customers will receive an e-mail when their password, customer response to a back-up means of authentication, or address of record is created or changed.

**Joint Venture and Independent Contractor Use of CPNI-** Neither our independent contractors or joint venture partners utilize CPNI for marketing purposes. 5LINX Enterprises will obtain opt-in consent from our customers before disclosing our customer's CPNI to a joint venture partner or independent contractor.

**Notice of Unauthorized Disclose of CPNI-** 5LINX Enterprises will expeditiously notify law enforcement and customers in the event of a CPNI breach.



## CPNI (Customer Proprietary Network Information) Training Document

9/2008

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### **What should you do when a customer requests their call detail/activity?**

- Suggest to the customer that they can access their call records on their control panel (requires their password)
- You can call the customer back on the telephone number that is listed in GBO
- You can mail the call records/invoice to the customers mailing address listed in GBO

### **You must notate GBO when this information is requested and how you handled the request.**

\*\*\*Under NO circumstance can call center representatives give any information pertaining to call activity to the customer over the phone. There is NO exception to this policy.